



Request for Proposal for

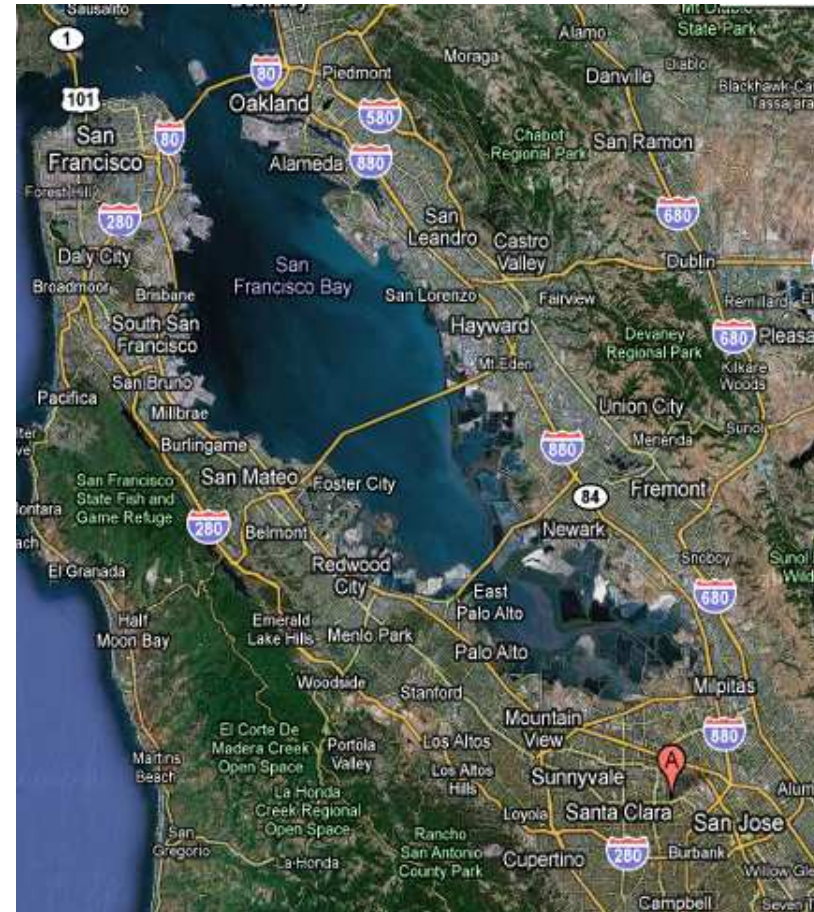
COPIER AND PRINTER MANAGED SERVICES

Bidder Site Visit 9/2/10



Agenda

- Welcome
- Overview
- Process
- Questions
- Campus Tour





About Santa Clara

- The Mission City: 117,000 residents and employment base of 58,000
- Family oriented and business friendly
- Center of Silicon Valley
- All-America City
- Region's lowest combined utility rates
- Charter City with a Council/Manager form of government
- Financial stability, low business taxes, solid real estate value, and one of the safest US cities
- Home to 9,000 businesses, top technology firms, and thousands of long-time residents





*“**Santa Clara:** Superb, affordable services in a caring community that values our rich history and nurtures **technologies** that build the future”*





City Departments (Non-IT)

Finance	Administers the financial affairs of the City including utilities. In addition to normal finance functions, responsible for collection of taxes, fees, special assessment and utility charges, investment of City funds, issuance of bonds
Fire	Responds to fire or medical emergency scenes with highly trained and equipped personnel. Assists other City departments in recovery operations, conducts fire inspections and hazardous materials inspections, and offers public education programs on fire prevention
Human Resources	Responsible for the recruitment, testing and selection of City personnel and other typical human resources functions. Manage employee and labor relations, safety, training, and equal employment opportunity programs
Library	Meets the full range of information needs of Santa Clara residents
Parks and Recreation	Responsible for managing the City's parks and recreational activities
Planning & Inspection	Ensures the construction and use of private property conforms to standards of the City and State. Administers federal grants for housing and community development, designed to provide services and assistance to lower income residents
Police	The primary law enforcement agency for the City of Santa Clara. The Police Department is responsible for the operation and management of the City's Public Safety Communication Center, which handles all 9-1-1 calls and coordinates all fire and police field units responding to emergency calls
Public Works & Engineering	Facilitates private development and the issuance of building permits by efficiently processing site reviews, maps, property title documents, development fee collections and assessment districts
Street Department	Responsible for maintaining City streets and sidewalks, storm drains, median landscaping, landscaping of City-owned properties and City owned vehicles
Electric Utility (Silicon Valley Power)	The municipal electric utility provides electric power to more than 50,000 residential and industrial meters. It handles all aspects of electric service from system planning, engineering, operations and dispatch to marketing, customer service and power trading
Water & Sewer Utilities	Responsible for planning, design, construction, maintenance and operation of the water and sewer systems



City Offices

City Manager's Office	This office is responsible for the administration of the City in accordance with City Council policy and Charter requirements, under the City Manager who is the Chief Executive Officer of the City.
City Attorney's Office	Represents and advises the City Council and all City officers in all matters of law pertaining to their offices.
City Clerk's Office	The office provides services to the City Council, Board and Commissions, City Manager and City Departments on City business.

IT in a local government agency caters to a diverse user base with unique requirements

IT department should be capable of addressing these needs in a efficient and cost effective manner



Superb Affordable Services via Technology

How do we move from a departmental to Citizen centric orientation?

What capabilities, skills and training do we need to transform?

How can we enhance services while reducing overall cost?

How does the IT Department align and deliver to the City's Vision and Council Priorities?

What are the customer expectations and concerns?



How can the City best manage (technology) investments to build the future?



What we expect?

- Improve service delivery while reducing costs
- Managing operations is a basic requirement
- Bring leading best practices
- Strategic partner attitude: Help us transform!
- Organizational change aspects are essential
- Continuous improvement and optimization



Output Fleet – RFP Goals

- Optimize environment
- Standardized models & configurations
- Improved efficiency in resources & costs
- Costs reduced by 20-40%
- Improved customer service
- Lessen environmental impact



General RFP Process

- 9/8 - City to respond to Vendor questions
- 9/16 - Vendor proposals due to City
- 9/24 - City Down Selection announcement



Output Fleet - Current Status

	Copiers	Printers
Devices	43	150
Models	15	35
Configurations	Multiple	Multiple



Common Questions

- Print Survey Data Availability
- Standard Configurations
- Single Provider vs. Prime/Sub
- Length of Contract



Contact

Your Single Point of Contact for the City
regarding this RFP is:

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Questions and/or Comments

